



## REMOTE SELLING

### SECTION 6 Adapting to Different Remote Selling Scenarios

#### Lesson 23: Remote Selling to Multiple Decision-Makers

- ☐ 1. Tip 1: Identify each decision-maker's needs and priorities.
- ☐ 2. Tip 2: Find common ground and present a solution that meets everyone's needs.
- ☐ 3. Tip 3: Stay organized and keep track of feedback.
- ☐ 4. Tip 4: Be persistent, but not pushy.
- ☐ 5. Tip 5: Use humor and charm to build rapport.

#### Lesson 24: Overcoming Technical Challenges & Time Zone Differences

- ☐ 1. Test your equipment and connection before each call.
- ☐ 2. Familiarize yourself with the software or tools.
- ☐ 3. Be mindful of time zone differences and use scheduling tools.
- ☐ 4. Set clear boundaries to manage your own time effectively.
- ☐ 5. Prioritize self-care to avoid burnout.
- ☐ 6. Dealing with Difficult Customers in Remote Selling



## Lesson 25: Dealing with Difficult Customers in Remote Selling

- ☐ 1. Tip 1: Listen actively to the customer's concerns.
- ☐ 2. Tip 2: Stay calm and professional, avoiding personal reactions.
- ☐ 3. Tip 3: Offer solutions to the customer's problem instead of making excuses.
- ☐ 4. Tip 4: Demonstrate empathy and understanding towards the customer's perspective.
- ☐ 5. Tip 5: Follow up with the customer to ensure satisfaction and fulfill commitments.